George Mason University
Land and Building Committee
November 26, 2012
2:00 to 3:30pm

Agenda

- Status/Info Update
  - Information Kiosks (Placement and Integration)
  - New Bike Rack Locations
  - AARB Submissions
    - Shenandoah Dining
    - Academic VII
    - Baseball Stadium
  - PGF Proposals
    - PWC Garden
    - Solar Picnic Tables
- Consent/Approval Agenda Items
  - N/A
University Information
November 26, 2012

Lori Yi, Fairfax Public Information Manager and Mariama Boney, Director, University Information
http://info.gmu.edu
Purpose and Services

To provide campus information and visitor services to assist the internal and external community in connecting throughout Mason.

– Deliver customer service and accurate information in a quick and accessible way.
– Allow drivers to remain in their vehicles while receiving information on where and how to park; directing traffic away from main roads.
– Allow walking-up customers to ask questions and provide directional information to buildings and events.
– Navigate visitors and community members around the Fairfax campus.
– Provide general university and event information.
– Provide campus maps for patrons to locate campus buildings and parking lots.
– Answer phone calls from the University Switchboard.

http://info.gmu.edu/infokiosks.html
Hours of Operation & Finley Location

Hours:
Monday - Thursday:
8:00 am - 8:00 pm

Friday:
8:00 am - 5:00 pm

Saturday:
8:00 am - noon
Hours of Operation & Finley Location
## FY 2011-12 Annual Usage

<table>
<thead>
<tr>
<th></th>
<th>Visits (Mon - Sat)</th>
<th>Calls (Mon - Fri)</th>
<th>Avg Weekly Visits</th>
<th>Monthly Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 2011</td>
<td>1966</td>
<td>731</td>
<td>480</td>
<td>2697</td>
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<tr>
<td>August 2011</td>
<td>1722</td>
<td>489</td>
<td>410</td>
<td>2211</td>
</tr>
<tr>
<td>September 2011</td>
<td>1641</td>
<td>504</td>
<td>360</td>
<td>2145</td>
</tr>
<tr>
<td>October 2011</td>
<td>1211</td>
<td>708</td>
<td>290</td>
<td>1919</td>
</tr>
<tr>
<td>November 2011</td>
<td>1205</td>
<td>759</td>
<td>241</td>
<td>1964</td>
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<td>December 2011</td>
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<td>605</td>
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<td>1627</td>
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<td>January 2012</td>
<td>1267</td>
<td>574</td>
<td>301</td>
<td>1841</td>
</tr>
<tr>
<td>February 2012</td>
<td>1282</td>
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<td>290</td>
<td>1921</td>
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<td>March 2012</td>
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<td>271</td>
<td>1828</td>
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<td>April 2012</td>
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<td>569</td>
<td>300</td>
<td>1907</td>
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<tr>
<td>May 2012</td>
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<td>659</td>
<td>320</td>
<td>2232</td>
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<td>June 2012</td>
<td>1706</td>
<td>857</td>
<td>427</td>
<td>2563</td>
</tr>
</tbody>
</table>

**Visit:** Walk up or drive up patrons

**Calls:** Overflow of Switchboard phone calls go to Finley with a 2nd priority, meaning it only rings if all Switchboard staff are already helping a caller
Finley Kiosk Monthly Totals

- Jan-12: 7%
- Feb-12: 8%
- Mar-12: 7%
- Apr-12: 8%
- May-12: 9%
- Jun-12: 10%
- Jul-11: 11%
- Aug-11: 9%
- Sep-11: 9%
- Oct-11: 8%
- Nov-11: 8%
- Dec-11: 6%

FY 2011-12 Annual Usage
Finley Monthly Total by Shift

FY 2011-12 Annual Usage
Feedback & Improvements

- **Student Government, University Services Committee**
- Maintain information kiosk in area near Finley, University Hall or Rappahannock Parking Deck
- Add a kiosk to West Campus entrance
- Add a kiosk to Sandy Creek/President’s Park area

**Needs and Improvements**
- Updated design and physical appearance, clear signage, visible from road, better lighting
Important Considerations

• Separate lane is needed for drive-up patrons, away from traffic lanes for safety
• Sidewalk and sliding window is ideal to service drive-up and walk-up customers
• Add kiosks to campus entrances as the campus expands
Master Plan
• Separate Presentations:
  – Academic VII
  – Baseball Stadium
  – Shenandoah Dining
PGF Proposals (Initial Discussions)

• PWC Garden
  – New Location, to avoid Bull Run Addition
  – Around Beacon Hall

• Solar Outdoor Charging/Picnic Tables
  – University Hall Area?
  – Buy One (Enerfusion)
  – Build One
Future Meeting Topics

• Present and Future Topics
  – Information Kiosks*
  – Shenandoah Housing
  – Shenandoah Dining*
  – Academic VII*
  – Baseball Stadium*
  – Bike Rack Locations*
  – Hylton Study
  – Review of Kiosk Local
  – Pavement Painting w/ FFX City
  – Parks and Rec Planning w/ FFX City
  – CDC Playground/Plan

• Future Topics
  – Prince William Planning
  – Arlington Planning
  – Belmont Bay/Potomac Science Center
  – Fire Lanes and Event Areas
  – Crosswalks and Signage
  – Life Sciences Bldg.
  – Bike Stop Signs/Marks
  – Gateways

Items with * are planned agenda items for today’s meeting

Next Meeting Dates:
January 28th  April 22nd
February 25th  June 24th
March 25th
Past Meeting Topics

• Past Topics
  – Transportation Updates
    • Roanoke Entrance
    • Sandy Creek Transit Center
    • Campus Drive/WCC
    • Athletics & Rec MP Update
  – Housing Projects
    • Housing VIII-B Shenandoah
    • Graduate Student Housing
  – Tallwood Study
  – Hylton Perf. Arts Addition
  – CVPA Master Plan
  – Campus Dining Projects
    • Shenandoah Dining
  – Field House Exterior Upgrades
  – Smoking Courtesy
  – Carts and Safety
  – Bike Share
  – Capital Project Update
    • Amendments that were submitted
    • Update on Approved Projects

• Past Topics (cont’d)
  – Housing Projects
    • Housing VIII-B Rappahannock
  – Sustainability Topics
    • Natural Resource Inventory
    • Patriot Green Fund Proposals/Projects
    • Urban Forestry Buffer
  – Basketball Practice Facility
  – Satellite Plant
  – Urban Forestry Buffer
  – Signage, Wayfinding and Graphics
    • Overall listing of Sign projects/issues
    • Water Tower Graphic Options
    • Building Identification, Directories and Directionals and Banners
    • FFX Mason to Metro
    • Patriot Bike Share Sign Recommendation
    • Special Sustainability Signs